



Office of Chief Information Officer
Client Technology Services
Identity Access Branch



eAuthentication

Forgotten Password Guide

Customer Accounts

December 2016

Self-Service “I Forgot my Password”

USDA eAuthentication customer account holders can reset their forgotten passwords at any time without helpdesk assistance by using the self-service “**I forgot my User ID | Password**” feature.

Please follow the steps provided in this guide to reset your forgotten Customer account password.

Steps for Resetting Your Password

1. Access Self-Service for “I forgot my User ID | **Password**”
2. Enter your information for Self-Service
3. Create a new password
4. Contact the helpdesk if assistance is required

Access Self Service

- Go to <https://www.eauth.usda.gov>
- Click on **Update your account**

USDA United States Department of Agriculture
USDA eAuthentication

login : password :

Home About eAuthentication Help Contact Us Find an LRA

You are here: eAuthentication Home

eAuthentication Home

Welcome

USDA eAuthentication is the system used by USDA agencies to enable customers to obtain accounts that will allow them to access USDA Web applications and services via the Internet. This includes things such as submitting forms electronically, completing surveys online, and checking the status of your USDA accounts.

Please note that USDA will only accept eAuthentication Accounts from individuals.

Currently USDA eAuthentication does not have the mechanism to issue accounts to businesses, corporations or other entities.

To apply for a USDA eAuthentication Account, please visit the [Create an Account](#) Page.

Access Self Service (continued)

- Review the “Warning” message
- Click on the word “password” in the link titled “I forgot my User ID | Password”

USDA United States Department of Agriculture
USDA eAuthentication

login : Y2
password :

Home About eAuthentication Help Contact Us Find an LRA

You are here: eAuthentication Home > eAuthentication Login

eAuthentication Login

Quick Links

- What is an account?
- Create an account
- Update your account

Administrator Links

- Local Registration
- Authority Login

LincPass (PIV)

CLICK HERE TO
LOG IN
WITH YOUR
LincPass (PIV)

User ID & Password

User ID:

Password:

[I forgot my User ID | Password](#)

REGISTER **LOGIN**

[Change my Password](#)

WARNING

Upon Login You Agree to the Following Information:

- You are accessing a U.S. Government information system, which includes (1) this computer, (2) this computer network, (3) all computers connected to this network, and (4) all devices and storage media attached to this network or to a computer on this network. This information system is provided for U.S. Government-authorized use only.
- Unauthorized or improper use of this system may result in disciplinary action, as well as civil and criminal penalties.
- By using this information system, you understand and consent to the following:

Access Self Service (continued)

- As a customer of the USDA, please press the **Continue** button to proceed with a password reset

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Password :

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Forgotten Password

Employees and Contractors

Reset your eAuthentication account password using your USDA LincPass [?](#)

To reset your eAuthentication account password using your LincPass, please click on the **Login with my LincPass** button.

If you do not have your LincPass, click on the **Continue** button in the section below to reset your password.

[Login with my LincPass](#)

Customers

Please click on the **Continue** button to reset your eAuthentication account password. [?](#)

[Continue](#)

[eAuthentication Home](#) | [USDA.gov](#) | [Site Map](#)
[Accessibility Statement](#) | [Privacy Policy](#) | [Non-Discrimination Statement](#) | [www.FirstGov.gov](#)

Enter Your Information

- Enter your User ID and click the **OK** button



The image shows a web form for the USDA eAuthentication system. At the top left is the USDA logo with the text "United States Department of Agriculture" and "USDA eAuthentication". The main heading of the form is "Forgotten Password Reset: Please enter the following to identify yourself". Below this heading is a label "User ID" followed by a text input field. At the bottom right of the form are two buttons: "OK" and "Cancel". At the very bottom of the form is a footer with links: "USDA Home | Accessibility Statement | Privacy Policy | Non-discrimination Statement | IDManagement.gov".

Enter Your Information (continued)

- You will be prompted to answer 3 of your security questions
 - Security questions are a set of questions and answers you provided when you first registered for your account
- Please provide the correct answer and press the **OK** button



The screenshot shows a web-based dialog box for the USDA eAuthentication system. At the top left is the USDA logo and the text 'United States Department of Agriculture' and 'USDA eAuthentication'. The main heading is 'Forgotten Password Reset: Please enter the following to verify your identity'. Below this, there is a table-like structure with labels and values: 'User ID' is 'B.Helpdesktestacct00', 'First Name' is 'Jim', 'Last Name' is 'Helpdesk' (with a red dot next to the label), 'Security Question' is 'What is the name of your first pet?', and 'Answer' is followed by an empty text input field (with a red dot next to the label). At the bottom right are 'OK' and 'Cancel' buttons.

Field	Value
User ID	B.Helpdesktestacct00
First Name	Jim
• Last Name	Helpdesk
Security Question:	What is the name of your first pet?
• Answer:	<input type="text"/>

OK Cancel

Create a New Password

- You will now be prompted to create a new password. The password must meet the following criteria:
 - Contain 12-24 characters, including at least one of each of the following:
 - uppercase letter
 - lowercase letter
 - a number
 - one or more of the following special characters
! # \$ % = + : ; , ? ~ * -

Create a New Password (continued)

Password Restrictions include:

- Do not use any spaces or special characters not listed above
- Dictionary words may not be used in passwords
- The previous 24 passwords may not be reused
- Profile Information (e.g. Mother's Maiden Name, Date of Birth, PIN, Your Name, Address, Phone Number, Email, etc.)

Note: Your password will expire periodically, according to USDA policy.

Create a New Password (continued)

Once you have input a password that meets the requirements, press the **Submit** button in the bottom right corner.

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USDA eAuthentication

Forgotten Password Reset

• = Required

User ID	TestUser1
First Name	Test
Last Name	User
Email	testu@email.com

Please type your password in the Password field and the Confirm Password field.

Passwords need to follow these guidelines. 12-24 alpha, numeric, and special characters including at least one of each of the following:

- uppercase letter
- lowercase letter
- a number
- dictionary words may not be used in passwords
- the previous 24 passwords may not be re-used
- one or more of the following special characters
! - # \$ % = + : ; , ? ~ *

• Password	<input type="password"/>
• Confirm Password	<input type="password"/>

Submit Cancel

Create a New Password (continued)

- Press the **OK** button on the task pending screen. Your password has now been reset



Contact the Helpdesk

If you were unsuccessful in resetting your password through Self Service or have eAuthentication related questions, please contact the eAuthentication Helpdesk to request a password reset:

- 1-800-457-3642 (Option 1)
- eAuthHelpDesk@ftc.usda.gov